1.0

1.1

1.25   1.4   1.6

2.8   2.5

3.2   2.2

3.6

4.0   2.0

1.8

MICROCOPY RESOLUTION TEST CHART

APPENDIX 43.

COMPETENCY CURRICULA FOR
HOSPITAL ADMINISTRATIVE ASSISTANT
AND
HOSPITAL ADMINISTRATIVE TECHNICIAN

APPLICATION OF A SYSTEM APPROACH
U.S. NAVY MEDICAL DEPARTMENT
EDUCATION AND TRAINING PROGRAMS
FINAL REPORT

AUGUST 31, 1974

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20. ABSTRACT (Continue on reverse side if necessary and identify by block number)

The study objective consisted of a determination of what the health care personnel in the Navy's Medical Department, Bureau of Medicine and Surgery actually do in their occupations; improving the personnel process (education and training); and building a viable career pathway for all health care personnel. Clearly the first task was to develop a system of job analyses applicable to all system wide health care manpower tasks. A means of postulating simplified occupational clusters covering some 50

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currently designated Navy enlisted occupations, 20 Naval Enlisted Classi-
fication Codes (NEC's) were computerized. A set of 16 groupings that
cover all designated occupations was developed so as to enhance the ef-
fectiveness of professionals and sub-professionals alike.

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The project, "Application of a System Approach to the Navy Medical Department Education and Training Programs," was initiated in May of 1969 as a realistic, comprehensive response to certain objectives set forth in ADO 43-03X, and to memoranda from both the Secretary of Defense and the Assistant Secretary of Defense, Manpower and Reserve Affairs. The Secretary's concern was stated in his memorandum of 29 June 1965, "Innovation in Defense Training and Education." More specific concerns were stated in the Assistant Secretary's memorandum of 14 June 1968, "Application of a System Approach in the Development and Management of Training Courses." In this he called for "vigorous and imaginative effort," and an approach "characterized by an organized training program with precise goals and defined operational interrelation among instructional system components." He also noted, "Job analyses with task descriptions expressed in behavioristic terms are basic and essential to the development of precise training goals and learning objectives."

The Project

System survey and analysis was conducted relative to all factors affecting education and training programs. Subsequently, a job-analysis sub-system was defined and developed incorporating a series of task inventories ". . . expressed in behavioristic terms . . ." These inventories enabled the gathering of job activity data from enlisted job incumbents, and data relating to task sharing and delegation from officers of the Medical, Nurse and Dental Corps. A data management sub-system was devised to process incumbent data, then carry out needed analyses. The development of initial competency curricula based upon job analysis was implemented to a level of methodology determination. These methods and curriculum materials constituted a third (instructional) sub-system.

Thus, as originally proposed, a system capability has been developed in fulfillment of expressed needs. The system, however, remains untested and unevaluated. ADO 43-03X called for feasibility test and cost-effectiveness determination. The project was designed to so comply. Test and evaluation through the process of implementation has not proved feasible in the Navy Medical Department within the duration of the project. As designed and developed the system does have " . . . precise goals and defined operational interrelation among instructional system components." The latter has been achieved in terms of a recommended career structure affording productive, rewarding manpower utilization which bridges manpower training and health care delivery functions.

Data Management Sub-System

Job analysis, involving the application of comprehensive task inventories to thousands of job incumbents, generates many millions of discrete bits of response data. They can be processed and manipulated only by high speed computer capability using rigorously designed specialty programs. In addition to numerical data base handling, there is the problem of rapidly and accurately manipulating a task statement data base exceeding ten thousand carefully phrased behavioral statements. Through the use of special programs, task inventories are prepared, printouts for special purposes are created following a job analysis application, access and retrieval of both data and tasks are efficiently and accurately carried out, and special data analyses conducted. The collective programs, techniques and procedures comprising this sub-system are referred to as the Navy Occupational Data Analysis Language (NODAL).

Job Analysis Sub-System

Some twenty task inventory booklets (and associated) response booklets) were the instruments used to obtain job incumbent response data for more than fifty occupations. An inventory booklet contains instructions, formatted questions concerning respondent information ("bio-data"), response dimension definitions, and a list of tasks which may vary in number from a few hundred to more than a thousand per occupational field.

By applying NODAL and its associated indexing techniques, it is possible to assemble modified or completely different inventories than those used in this research. Present inventories were applied about three years ago. While they have been rendered in operational format, they should not be reapplied until their task content is updated.

Response booklets were designed in OPSCAN mode for ease of recording and processing responses.

Overall job analysis objectives and a plan of administration were established prior to inventory preparation, including the setting of provisional sample target sizes. Since overall data attrition was forecast to approximate twenty percent, final sample and sub-sample sizes were adjusted accordingly. Stratified random sampling techniques were used. Variables selected (such as rating, NEC, environment) determined stratifications, together with sub-population sizes. About fifteen percent of large sub-populations were sought while a majority of all members of small sub-populations were sought.

Administration procedures were established with great care for every step of the data collecting process, and were coordinated with sampling and data analysis plans. Once set, the procedures were formalized as a protocol and followed rigorously.

Instructional Sub-System

Partial "competency curricula" have been composed as an integral sub-system bridging what is required as performance on the job with what is, accordingly, necessary instruction in the training process. Further, curriculum materials were developed to meet essential requirements for implementing the system so that the system could be tested and evaluated for cost effectiveness. However, due to the fact that test and evaluation was not feasible in the Navy Medical Department within the duration of the project, it was not possible to complete the development of the system through the test and evaluation phase. The inability to complete this phase also interrupted the planned process for fully developing the curricula; therefore, instead of completed curricula ready for use in the system, the curricula were partially developed to establish the necessary sub-system methodology. The competency curricula are based on tasks currently performed by job incumbents in 1971. (The currency of a given curriculum depends upon periodic analysis of incumbents' jobs, and its quality control resides in the evaluation of the performance competency of the program's graduates.)

A competency curriculum provides a planned course of instruction or training program made up of sequenced competency units which are, in turn, comprised of sequenced modules. These modules, emphasizing performance objectives, are the foundation of the curriculum.

A complete module would be comprised of seven parts: a cluster of related tasks; a performance objective; a list of knowledges and skills implied by the objective; a list of instructional strategies for presenting the knowledges and skills to the learner; an inventory of training aids for supporting the instructional strategies; a list of examination modes; and a statement of the required training time. In this project, curriculum materials have been developed to various levels of adequacy, and usually comprise only the first three parts; the latter four need to be prepared by the user.

The performance objective, which is the most crucial part of the module, is the basis for determining curriculum content. It is composed of five essential elements: the stimulus which initiates the behavior; the behavior; the conditions under which the behavior takes place; the criteria for evaluating the behavior; and the consequence or results of the behavior. A sixth element, namely next action, is not essential; however, it is intended to provide linkage for the next behavior.

Knowledges and skills listed in the module are those needed by the learner for meeting the requirements of the performance objective.

Instructional strategies, training aids, examination modes and training time have been specified only for the Basic Hospital Corps Curriculum. The strategies, aids and modes were selected on the basis of those considered to be most supportive in presenting the knowledges and skills so as to provide optimum learning effectiveness and training efficiency. The strategies extend from the classroom lecture as traditionally presented by a teacher to the more sophisticated mediated program for self-instruction. The training aids, like strategies, extend from the traditional references and handout material in the form of a student syllabus to mediated programs for self-instruction supported by anatomical models. Examination modes extend from the traditional paper and pencil tests to proficiency evaluation of program graduates on the job, commonly known as feedback. Feedback is essential for determining learning effectiveness and for quality control of a training program. The kind of instructional strategies, training aids and examination modes utilized for training are limited only by such factors as staff capability and training budget.

The training time specified in the Basic Hospital Corps Curriculum is estimated, based upon essential knowledge and skills and program sequence.

The competency curriculum module, when complete, provides all of the requirements for training a learner to perform the tasks set forth in the module. A module may be used independently or related modules may be re-sequenced into modified competency units to provide training for a specific job segment.

Since the curricula are based upon tasks performed by job incumbents in 1971, current analysis of jobs needs to be accomplished using task inventories that have been updated to reflect changes in performed tasks. Subsequent to job analysis, a revision of the curricula should be accomplished to reflect task changes. When the foregoing are accomplished, then faculty and other staff members may be indoctrinated to the competency curricula and to their relationship to the education and training system.

In addition to the primary use for the systematic training of job incumbents, these curricula may be used to plan for new training programs, develop new curricula, and revise existing curricula; develop or modify performance standards; develop or modify proficiency examinations; define billets; credentialize training programs; counsel on careers; select students; and identify and select faculty.

The System

Three sub-systems, as described, comprise the proposed system for Education and Training Programs in the Navy Medical Department. This exploratory and advanced developmental research has established an overall methodology for improved education and training incorporating every possible means of providing bases for demonstrating feasibility and cost effectiveness. There remains only job analysis sub-system up-dating, instructional sub-system completion, and full system test and evaluation.

Acknowledgements

TABLE OF CONTENTS

COMPETENCY CURRICULA FOR

<u>HOSPITAL ADMINISTRATIVE ASSISTANT</u>

AND

<u>HOSPITAL ADMINISTRATIVE TECHNICIAN</u>

HOSPITAL ADMINISTRATIVE ASSISTANT

HOSPITAL ADMINISTRATIVE TECHNICIAN

HOSPITAL ADMINISTATION

ASSISTANT

Competency: HOSPITAL ADMINISTRATIVE ASSISTANT (HAA)

COMPETENCY UNIT I: CLERICAL OPERATIONS

This unit includes the following modules:

1

Competency: HOSPITAL ADMINISTRATIVE ASSISTANT (HAA)

Unit I: Clerical Operations

MODULE 1:   LOG MAINTENANCE PROCEDURES

TASKS   a. Make entries into ward log, e.g., unusual
                      events, shift summary
                  b. Log in patients to clinic/department/sick
                      call
                  c. Ensure that patients log in and out of the
                      department
                  d. Log standard form 519A results

PERFORMANCE OBJECTIVE

(Stimulus)   Upon receipt of any test results, at the end of
                  a shift, when an unusual event occurs or when
                  ordered by the ward supervisor
(Behavior)   The HAA will log lab or x-ray results in the
                  proper log book, maintain the patient's in/out
                  log book, ensure that each patient complies with
                  ward procedures, log all incoming standard form
                  519A results onto the proper records and instruct
                  other ward personnel in log book procedures and
                  maintenance
(Conditions)   With minimal supervision
(Criteria)   Ward and unit logs will be established in
                  accordance with ward/local command procedures
                  and BuMed regulations; routine/unusual events
                  and shift summary report will be entered se-
                  quentially into the correct log book; all log
                  entries will be clear, concise and contain only
                  pertinent information
(Next Action)   Visually check all log entries for correct
                  notations and utilization and make any necessary
                  corrections

KNOWLEDGES AND SKILLS

                  Required log books
                  Kinds of information to be recorded
                  Recording procedures
                  Standard medical terminology
                  Knowledge of staff
                  Applicable BuMed regulations
                  Kinds of information to be recorded by ward
                     supervisor or nurse in charge, i.e., pro-
                     fessional medical notations
                  Instructional techniques
                  Use, operation and preventive maintenance of
                     office equipment, e.g., typewriter, manual
                     Addressograph machine, photocopier (e.g.,
                     Xerox)

2

Competency: HOSPITAL ADMINISTRATIVE ASSISTANT (HAA)

Unit I: Clerical Operations

MODULE 2: ROUTINE DAILY FILING

TASKS   a. Perform routine daily fil.ng
                     b. Select required document from files
                     c. Prepare necessary forms and chits, e.g.,
                         special request, materials requested
                     d. Assemble patient's record for physician's
                         review

PERFORMANCE OBJECTIVE

(Stimulus)   Upon receipt and/or completion of forms and
              records or when directed by ward supervisor
(Behavior)   The HAA will correctly file completed forms
         .   and records, select and assemble patient's
              records for daily review by the physician
              and, when admitting or discharging patient's
              assemble and check patient's chart prior to
              the physician's review
(Conditions) Without supervision; using patient's chart,
              forms, records
(Criteria)   Patient's record and all necessary forms and
              requests are accurately completed in all details
              according to local command procedures and/or
              BuMed regulations
(Next Action) Submit patient's chart to the appropriate
              physician for review and approval; carry forms
              and chits to central medical supply for issuance
              of necessary materials; complete routine filing
              and ensure that an efficient system is utilized
              to maintain accurate and easily accessable
              records

KNOWLEDGES AND SKILLS

              Location of forms and chits
              Filing system used, e.g., alpha, numerical
              Filing procedures for charts/forms/chits
              Types and sequence of forms contained in charts
              Use, operation and preventive maintenance of
                office equipment, e.g., typewriter, manual
                Addressograph machine, photocopier (e.g., Xerox)
              Local command procedures
              Relevant BuMed regulations
              Ability to write and print legibly
              Accuracy in filing and checking

Competency: HOSPITAL ADMINISTRATIVE ASSISTANT (HAA)

Unit I: Clerical Procedures

MODULE 3:   MAINTENANCE OF THE VISIBLE FILING SYSTEM

TASKS   a.   Prepare nominal index cards on inpatients
                     b.   Search files for patient nominal index card
                     c.   Maintain an accurate visible file system

PERFORMANCE OBJECTIVE

(Stimulus)   Upon commencement of a ward assignment and when
                 directed by the ward supervisor
(Behavior)   The HAA will prepare nominal index cards for a
                 patient arriving on the ward, search files for
                 a patient's index card, when necessary, and
                 maintain the visible file
(Conditions)   Without supervision
(Criteria)   Preparing and maintaining the visible file
                 according to ward and local command procedures
                 and/or BuMed regulations; employing the proper
                 security procedures while using the visible
                 filing system
(Consequence)   Accurate record of all patients on the ward

KNOWLEDGES AND SKILLS

                 NAVMED 6300/5
                 Procedures for establishing and maintaining a
                   visible filing system
                 Visible filing system security procedures
                 Organization
                 Relevant ward procedures, local command proce-
                   dures and BuMed regulations
                 Use, operation and preventive maintenance of
                   office equipment, e.g., typewriter, manual
                   Addressograph machine, photocopier (e.g.,
                   Xerox)

Competency: HOSPITAL ADMINISTRATIVE ASSISTANT (HAA)

COMPETENCY UNIT II: PATIENT CHARTS

This unit includes the following modules:

Competency: HOSPITAL ADMINISTRATIVE ASSISTANT (HAA)

Unit II: Patient Charts

MODULE 1:   PATIENT CHART ASSEMBLY

TASKS   a. Prepare x-ray reports for physician to
                             complete
                         b. Obtain patient's past hospitalization
                             records and x-rays
                         c. Assemble chart and requisitions for physical
                             examination

PERFORMANCE OBJECTIVE

(Stimulus)   Upon admission of patient to the ward and
                 physician's request
(Behavior)   The HAA will prepare needed charts for the
                 physician to complete after patient work-up and
                 examination, prepare lab, x-ray or other neces-
                 sary examination requisitions, and properly
                 assemble all items into a complete, accurate
                 clinical chart for review by the physician
(Conditions)   With minimum supervision; using required forms,
                 records and charts
(Criteria)   According to physician's orders, established
                 procedures and ward and local command policies
(Next Action)   Chart patient information

KNOWLEDGES AND SKILLS

                 Location of files
                 Required forms contained in chart
                 Sequence of forms in chart
                 Recognition of normal/abnormal test results
                   ordered
                 Transcription of physician's orders to proper
                   request forms
                 Location of patient charts on the ward or in
                   patient administration department
                 Security procedures for chart
                 Destination of assembled chart
                 Accuracy in typing and printing
                 Effective communication skills
                 Filing procedures

Competency: HOSPITAL ADMINISTRATIVE ASSISTANT (HAA)

Unit II: Patient Charts

MODULE 2: PATIENT CHART RECORDING

TASKS   a. Chart/graph data
                 b. Enter patient identification information
                     onto required reports and records
                 c. Log and record analysis results
                 d. Fill out/complete casualty card (NAVMC
                     10453-PO)
                 e. Log x-ray numbers or identification onto
                     records
                 f. Graph patient data, vital signs, intake and
                     output

PERFORMANCE OBJECTIVE

(Stimulus)   Upon request
(Behavior)   The HAA will chart data; enter patient identi-
                 fication information onto reports received; log
                 lab analysis, x-ray reports, vital signs, intake
                 and output results and/or other test results,
                 and complete casualty card
(Conditions)   With minimal supervision by the head nurse or
                 nurse in charge
(Criteria)   Information recorded according to ward procedures,
                 local command procedures and/or BuMed regulations;
                 missing forms traced back to the cognizant sections
                 and completed for charting purposes as expeditiously
                 as possible
(Consequence)   Maintenance of inpatient charts

KNOWLEDGES AND SKILLS

                 Identification required on forms
                 How and where to log analysis results
                 Charting procedures and use of graphs
                 Personnel authorized to use charts
                 Legal implications of charting
                 Relevant ward procedures, local command procedures
                   and BuMed regulations

Competency: HOSPITAL ADMINISTRATIVE ASSISTANT (HAA)

Unit II: Patient Charts

MODULE 3: MAINTENANCE OF PATIENT'S CHARTS

TASKS   a.   Maintain daily records of procedures/
                           examinations performed on patient
                      b.   Assemble patient chart/records/x-rays for
                           pre-op
                      c.   Assess completeness of lab reports
                      d.   Stuff/thin/pull patient's chart

PERFORMANCE OBJECTIVE

(Stimulus)   After checking the patient's chart and when
                      ordered by the ward supervisor
(Behavior)   The HAA will maintain daily records of procedures
                      and examinations performed on each patient on
                      the ward; assemble patient charts on a daily
                      basis for the physician's review; prepare lab
                      forms and other types of requests for examination
                      procedures, according to physician's orders;
                      assemble patient's chart, records, x-rays for
                      pre-op, and assure the nurse in charge of the
                      accuracy and completeness of the patient's chart
                      and records prior to surgery
(Conditions)   With minimal supervision by the ward supervisor
(Criteria)   Accurately and efficiently according to ward/local
                      command procedures and physician's orders
(Consequence)   This action will produce proper patient care
                      schedule and updated patient clinical chart on
                      the ward

KNOWLEDGES AND SKILLS

                      Type of test/procedure ordered
                      Reporting/recording procedures
                      Procedures to assemble patient's chart, records,
                        x-rays for physician's review
                      Pertinent ward/local command procedures and
                        BuMed regulations

Competency: HOSPITAL ADMINISTRATIVE ASSISTANT (HAA)

COMPETENCY UNIT III: COORDINATION

This unit includes the following modules:

Competency: HOSPITAL ADMINISTRATIVE ASSISTANT (HAA)

Unit III: Coordination

MODULE 1:   INTERNAL COMMUNICATIONS

TASKS   a. Inform hospital authorities of each
                         patient's condition
                     b. Inform ward personnel of administrative
                         communications

PERFORMANCE OBJECTIVE

(Stimulus)   Routinely and when necessary
(Behavior)   The HAA will keep ward personnel informed and
                up-to-date on all administrative communications
                and directives and, in conjunction with the
                ward supervisor or nurse in charge, will inform
                hospital authorities of a patient's being placed
                on or removed from the seriously or very seriously
                ill list
(Conditions)   Without supervision; using log books, required
                forms
(Criteria)   Following the chain of command; according to ward
                and local command procedures
(Consequence)   These actions result in orderly, timely flow of
                required information to all personnel
(Next Action)   Take required action to ensure that all personnel
                are correctly using the communications system

KNOWLEDGES AND SKILLS

                Required forms
                Communications system
                Chain of command
                Criteria for various patient condition designa-
                   tions, e.g., serious or very serious

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Competency: HOSPITAL ADMINISTRATIVE ASSISTANT (HAA)

Unit III: Coordination

MODULE 2:   SUPPORT SERVICE COORDINATION

TASKS   a. Coordinate with hospital/department support
                       services, e.g., social services, Red Cross
                   b. Contact other departments to obtain and
                       coordinate patient/personnel appointments
                   c. Coordinate ambulance requests

PERFORMANCE OBJECTIVE

(Stimulus)   Upon physician's orders
(Behavior)   The HAA will coordinate all support services
                   (e.g., social services, Red Cross or visiting
                   groups of celebrities) with the ward medical
                   staff, will organize and obtain needed appoint-
                   ments from the various departments, and will
                   coordinate all ambulance requests received
(Conditions)   With minimal supervision
(Criteria)   According to ward, hospital and local command
                   procedures
(Consequence)   Correct coordination of appointments and support
                   services, resulting in less loss of time and
                   services, better patient care and greater effi-
                   ciency within all departments

KNOWLEDGES AND SKILLS

                   Procedures for scheduling appointments
                   Effective coordination procedures
                   Daily work schedule adjustments
                   Communications skills
                   Procedures for coordinating ambulance requests

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Competency: HOSPITAL ADMINISTRATIVE ASSISTANT (HAA)

COMPETENCY UNIT IV: WARD SUPPORT

This unit includes the following modules:

Competency: HOSPITAL ADMINISTRATIVE ASSISTANT (HAA)

Unit IV: Ward Support

MODULE 1:   GENERAL WARD SUPPORT

TASKS   a. Prepare patients/ward for physician's
                     rounds
                 b. Receive patients on arrival, e.g., introduce
                     self, obtain patient's name, ensure patient's
                     comfort

PERFORMANCE OBJECTIVE

(Stimulus)   Routinely and/or upon the arrival of a new
                 patient on the ward
(Behavior)   The HAA will greet an arriving patient and orient
                 him regarding ward rules; prepare patients/ward
                 for the physician's daily rounds
(Conditions)   With minimum supervision but with the assistance
                 of the nursing care team; using necessary records
                 and equipment
(Criteria)   According to ward and local command procedures
                 and/or BuMed regulations; patients, records and
                 special equipment available and ready for the
                 physician's inspection and review
(Next Action)   Inform ward supervisor or nurse in charge of
                 any corrective action that needs to be taken
                 regarding the physician's rounds or patient
                 admission procedures

KNOWLEDGES AND SKILLS

                 Ward layout
                 Coordination abilities
                 Relevant ward procedures, local command
                     policies and BuMed regulations

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Competency: HOSPITAL ADMINISTRATIVE ASSISTANT (HAA)

Unit IV: Ward Support

MODULE 2: WARD SECURITY PROCEDURES

TASKS

a. Carry out office/area/unit security measures

b. Recommend ward/unit shakedown

PERFORMANCE OBJECTIVES

(Stimulus)	When requested by ward supervisor
(Behavior)	The HAA will organize and supervise a security check and/or patient shakedown, and report the results to the ward supervisor, physician or nurse in charge
(Conditions)	With minimum necessary supervision
(Criteria)	According to current local security regulations
(Consequence)	This action will result in an efficient and secure ward/unit
(Next Action)	Inform all personnel on the ward of regulations governing the inventory of patient's valuables and property

KNOWLEDGES AND SKILLS

Need for security

Relevant ward, hospital and BuMed security regulations

Purpose/objectives and procedure for security measures

Recognition of security breaches

Leadership skills

Enforcement of regulations and policies

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Competency: HOSPITAL ADMINISTRATIVE ASSISTANT (HAA)

COMPETENCY UNIT V: SUPPLY PROCEDURES

This unit includes the following modules:

Competency: HOSPITAL ADMINISTRATIVE ASSISTANT (HAA)

Unit V: Supply Procedures

MODULE 1:   PROCUREMENT AND INVENTORY OF WARD SUPPLIES

TASKS   a. Store supplies
                     b. Rotate inventory
                     c. Prepare inventory reports

PERFORMANCE OBJECTIVE

(Stimulus)   Routinely or when directed by ward supervisor
(Behavior)   The HAA will receive supplies upon their arrival,
                 perform an inventory and check against the sub-
                 mitted requisition for any discrepancies, rotate
                 supplies, return outdated materials to supply
                 and prepare an inventory report for the concerned
                 departments
(Conditions)   With minimum supervision
(Criteria)   Supplies up-to-date and ready for immediate ward
                 use
(Next Action)   Fill in and accurately complete all necessary
                 forms to order supplies; give personnel on-the-job
                 training in procurement procedures

KNOWLEDGES AND SKILLS

                 Location of supplies
                 Organization and filing
                 Procedures for ordering/inventory
                 Supply rotation procedures

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Competency: HOSPITAL ADMINISTRATIVE ASSISTANT (HAA)

Unit V: Supply Procedures

MODULE 2:   INVENTORY AND REQUISITION PROCEDURES

TASKS   a.   Identify/locate/check part numbers from
                          catalogues and manuals
                     b.   Prepare requisitions for supplies/equipment
                     c.   Attach identifying tag to equipment and/or
                          component parts

PERFORMANCE OBJECTIVE

(Stimulus)   Upon depletion of supplies, faulty operation of
                     equipment or when requested by the ward supervisor
(Behavior)   The HAA will maintain an authorized inventory and
                     will prepare requisitions for needed supplies and
                     equipment
(Conditions)   Establishment and maintenance of ward inventory
                     will be performed with direct supervision; daily
                     inventory and requisition procedures with minimal
                     supervision; using manuals, catalogues, requisi-
                     tion forms
(Criteria)   Maintains and orders all supplies and equipment
                     in accordance with current local inventory and
                     requisition policies; coordinates closely on a
                     daily basis with other staff members within the
                     ward; properly utilizes necessary catalogues and
                     manuals; amount of on-hand stock depends upon the
                     established usage factor and the base load
                     authorized by local policies
(Consequence)   Maintenance of an accurate and concise inventory
                     and attention to detail in requisitioning supplies
                     and equipment ensures an up-to-date stock of
                     supplies ready for immediate use on the ward
(Next Action)   Give personnel on-the-job training in procurement
                     procedures; maintain and transport necessary
                     supplies and equipment

KNOWLEDGES AND SKILLS

                     Location of supplies and equipment
                     Requisitioning procedures
                     Local supply procurement policies
                     Correct usage of catalogues and manuals

Competency: HOSPITAL ADMINISTRATIVE ASSISTANT (HAA)

Unit V: Supply Procedures

MODULE 3: MAINTAINING AND TRANSPORTING SUPPLIES AND EQUIPMENT

TASKS
    a. Maintain stock of sterile supplies
    b. Transport sterile equipment/supplies
    c. Return dirty or expired items to central supply room
    d. Maintain stock of chemical solutions

PERFORMANCE OBJECTIVE

(Stimulus) Routinely and when sterilized supplies and equipment are received

(Behavior) The HAA will perform sterilization checks upon arrival of supplies and equipment on the ward, rotate stock, dispense sterile supplies for immediate ward use, and dispose of or return unusable or outdated supplies to the central supply room

(Conditions) With minimal supervision

(Criteria) According to local procedures, regulations and required schedules

(Next Action) Detect, record and report all unsterile supplies and the source(s) of contamination, when known

KNOWLEDGES AND SKILLS

    Detection of contamination sources
    When and how to perform sterilization checks
    Disposal and reporting of unsterile supplies
    Proper handling procedures for sterile supplies
    Procedures for transporting sterile supplies/ equipment
    Stock rotation principles and procedures

Competency: HOSPITAL ADMINISTRATIVE ASSISTANT (HAA)

Unit V: Supply Procedures

MODULE 4:   LINEN EXCHANGE PROCEDURES

TASKS   a.   Prepare laundry list (NAVMED-6770/3)
                  b.   Prepare linen inventory (NAVMED-6770/1)

PERFORMANCE OBJECTIVE

(Stimulus)   When scheduled or when linen supplies are low
(Behavior)   The HAA will inventory, order and store ward
                  linen
(Conditions)   With minimal assistance and supervision; using
                  required forms
(Criteria)   According to local inventory procedures
(Consequence)   Maintenance of an adequate supply of linens for
                  ward requirements
(Next Action)   Maintain an up-dated inventory of linens

KNOWLEDGES AND SKILLS

                  Location of linens
                  Proper linen storage techniques
                  Inventory procedures
                  Preparation of laundry forms
                  Procedures for submission of laundry forms

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HOSPITAL ADMINISTRATION

TECHNICIAN

Competency: HOSPITAL ADMINISTRATIVE TECHNICIAN (HAT)

COMPETENCY UNIT I: CLERICAL OPERATIONS

This unit includes the following modules:

Competency: HOSPITAL ADMINISTRATIVE TECHNICIAN (HAT)

Unit I: Clerical Operations

MODULE 1: STATISTICAL DATA COLLECTION AND ANALYSIS

TASKS
a. Compile patient census statistics
b. Maintain patient status board/chart

PERFORMANCE OBJECTIVE

(Stimulus)   Daily or when requested by the ward supervisor
(Behavior)   The HAT will communicate with the nursing staff
                 to correlate daily information, compile patient
                 census statistics, make necessary changes on
                 the patient status board/chart, complete required
                 forms on patients, prepare patient data for
                 required reports and disseminate reports
(Conditions)   Without supervision; using patient's chart and
                 appropriate equipment, e.g., duplicator, calculator,
                 optical scanner, flexiwriter, typewriter
(Criteria)   Patient status and census information will be
                 compiled accurately and concisely according to
                 local and BuMed procedures
(Consequence)   This action will provide latest patient data
                 and status
(Next Action)   Ensure proper routing of required reports

KNOWLEDGES AND SKILLS

Compilation abilities
Preparation of census statistics
Notification and routing procedures
Local and BuMed regulations
Use, operation and preventive maintenance of
    associated equipment, e.g., typewriter, calculator,
    optical scanner, flexiwriter, duplicator

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Competency: HOSPITAL ADMINISTRATIVE TECHNICIAN (HAT)

Unit I: Clerical Operations

MODULE 2:   WORK ORDER/WORK REQUEST

TASKS   a.   Prepare work order/work request
               b.   Receive and process material complaints

PERFORMANCE OBJECTIVE

(Stimulus)   Upon receipt of a material complaint
(Behavior)   The HAT will fill in and complete a work order/
                    request, e.g., plumbing, electrical, painting,
                    plastering, and forward the request to the proper
                    facility to have the repairs made
(Conditions)   Without supervision; using the necessary forms
(Consequence)   Timely submission of work orders or requests
                    prevents loss or damage to property and equipment
                    and eliminates hazards to personnel

KNOWLEDGES AND SKILLS

               Preparation of work order/work request
               Hazardous conditions
               Public work instruction
               Location of essential services, e.g., plumbing,
                 painting, plastering

Competency: HOSPITAL ADMINISTRATIVE TECHNICIAN (HAT)

Unit I: Clerical Operations

MODULE 3:   ADMISSION AND TRANSFER OF PATIENT

TASKS   a. Coordinate with hospital on admissions of
                        patients
                    b. Coordinate patient transfer between medical
                        facilities
                    c. Inform patient/family of VA hospital benefits

PERFORMANCE OBJECTIVE

(Stimulus)   When directed by the physician
(Behavior)   The HAT will make necessary arrangements for
               intraward patient transfer (e.g., ward to
               surgery) and/or for transfer from one medical
               facility to another, and collect and assemble all
               records pertaining to each individual patient
               transfer
(Conditions)   With minimal supervision
(Criteria)   All records and personal effects of the patient
               are ready prior to actual transfer; according to
               ward, local and/or BuMed policies
(Consequence) These actions will result in an orderly and
               efficient patient transfer

KNOWLEDGES AND SKILLS

               Pertinent local, ward and/or BuMed policies and
                 procedures
               Patient types eligible for transfer to VA facility
               Modes of transportation

Competency: HOSPITAL ADMINISTRATIVE TECHNICIAN (HAT)

COMPETENCY UNIT II: SUPPLY PROCEDURES

This unit includes the following modules:

Competency: HOSPITAL ADMINISTRATIVE TECHNICIAN (HAT)

Unit II: Supply Procedures

MODULE 1:   LOCAL SUPPLY AND EQUIPMENT PURCHASE

TASKS   a. Inventory supplies/equipment
               b. Establish supply usage rate
               c. Maintain voucher register
               d. Log internal supply voucher (DD150)
               e. Prepare requisitions for supplies/equipment
               f. Inspect supplies/equipment for acceptability/
                   damage/loss/pilferage

PERFORMANCE OBJECTIVE

(Stimulus)   According to schedule or when supplies are depleted
(Behavior)   The HAT will perform a supply/equipment inventory,
               record supply usage rate, requisition needed
               supplies and equipment for the wards, verify
               requisition voucher in register, and check the
               quality and quantity of supplies and equipment
               delivered
(Conditions)   With minimal supervision but with staff assistance
(Criteria)   Only specified supplies and equipment are received
               unless items are acceptable to personnel placing
               the original order, i.e., physician, nurse or
               corpsman
(Next Action) Account for damaged supplies and equipment

KNOWLEDGES AND SKILLS

               Location and use of stock numbers
               Use of supply/equipment catalogues
               Request numbers for DD150
               Procedures to establish supply usage rate
               Requisitioning procedures
               Maintenance of voucher register
               Criteria for acceptance of delivered supplies/
                 equipment

Competency: HOSPITAL ADMINISTRATIVE TECHNICIAN (HAT)

Unit II: Supply Procedures

MODULE 2:   SUPPLY AND EQUIPMENT ACCOUNTABILITY

TASKS   a.   Store instruments
                b.   Maintain instrument calibration files
                c.   Log temporary loan card
                d.   Log plant property identification number
                     and condition

PERFORMANCE OBJECTIVE

(Stimulus)   Upon receipt and custody of office supplies and
                equipment
(Behavior)   The HAT will perform an inventory, check equip-
                ment for damage, properly store supplies and
                equipment in allocated spaces, maintain proper
                files and equipment status logs and maintain a
                loan card log
(Conditions)   Without supervision
(Criteria)   According to established local and BuMed
                regulations, policies and procedures
(Consequence)   Accurate record keeping ensures concise accountability
                and proper management of equipment, including
                observance of security precuations against loss
                and pilferage
(Next Action)   Update daily entries into all files and logs;
                check out equipment to proper personnel

KNOWLEDGES AND SKILLS

                Instrument/equipment/supply storage temperatures,
                  conditions and techniques
                Preparation of loan cards
                Plant property cards
                Maintenance of instrument calibration files

Competency: HOSPITAL ADMINISTRATIVE TECHNICIAN (HAT)

Unit II: Supply Procedures

MODULE 3:   SURVEY OF SUPPLIES AND EQUIPMENT

TASKS   a. Dispose of outdated/expired supplies/
                   equipment
               b. Determine extent of damage/loss/pilferage
                   of supplies/equipment
               c. Prepare required reports and forms for
                   return of damaged supplies/equipment

PERFORMANCE OBJECTIVE

(Stimulus)   Upon receiving supplies/equipment
(Behavior)   The HAT will inspect supplies or equipment to
               determine the extent of any damage, loss or
               pilferage; notify the requestor of the state of
               materials, and, if necessary, prepare the required
               forms for return or disposal
(Conditions)   Without supervision
(Criteria)   According to local and BuMed directives
(Consequence) These actions will ensure an accurate system for
               supply and equipment disposal and/or return
(Next Action) Issue supplies and equipment

KNOWLEDGES AND SKILLS

               Identification of defective items
               Procedures for inspection and acceptance of
                  supplies
               Returnable supplies and equipment forms
               Supply and equipment disposal directives
               Preparation of forms for disposal

Competency: HOSPITAL ADMINISTRATIVE TECHNICIAN (HAT)

COMPETENCY UNIT III: PERSONNEL RECALL

This unit includes the following module:

Competency: HOSPITAL ADMINISTRATIVE TECHNICIAN (HAT)

Unit III: Personnel Recall

MODULE 1:   PERSONNEL RECALL

TASKS   a. Maintain duty/call/emegency recall roster
                 b. Initiate/carry out recall procedures

PERFORMANCE OBJECTIVE

(Stimulus)   When ordered
(Behavior)   The HAT will maintain a duty/call roster and
                 an Emergency Operation Plan (EOP)-type call
                 roster and, when required, will initiate and
                 carry out personnel recall
(Conditions)   With minimal supervision; using necessary
                 rosters, records
(Criteria)   According to local and BuMed policies; completing
                 total recall procedures in a minimum time frame
(Consequence)   Accurate and up-dated rosters result in an orderly
                 and totally efficient recall capability
(Next Action)   Report to higher authorities as prescribed by
                 current directives

KNOWLEDGES AND SKILLS

                 Location of recall records and roster
                 Maintenance of duty/call/emergency recall rosters
                 Procedures for selection of recall personnel
                 Recognition of recall situations
                 Recall procedures

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